

FAQ's



Legal Aid Society of Orange County
& Community Legal Services

I-CAN! Self-Help

I-CAN! Software

I-CAN! Frequently Asked Questions

What is I-CAN!? I-CAN! is a kiosk and web-based legal services system designed to provide convenient and effective access to vital legal services for lower income people. I-CAN! modules create properly formatted pleadings; provide court tours; and educate users on the law and the steps needed to pursue their matter.

How Does I-CAN! Work? I-CAN! modules were designed for individuals with little knowledge of computers. A "video guide" takes the users through a series of tutorial-type questions. Answers are chosen by touching a computer screen and are then "mapped" to the appropriate judicial forms. I-CAN! minimizes the information a user must type by providing multiple choices when possible. Videos for court tours and safety tips (e.g., for Domestic Violence) are a part of many modules. Users can get instant assistance from a Help Center by touching an icon on the screen.

What Civil Matters Does I-CAN! Support? I-CAN! facilitates the completion and filing of forms for the following civil matters: Answer to Complaint Re Parental Obligation, Domestic Violence Restraining Orders, Fee Waiver, License Denial Review, Paternity Petition, Small Claims Matters, Unlawful Detainer - Answer to Complaint, and Wage Assignment Review.

Where Can I Find I-CAN!? I-CAN! modules operate on touch-screen kiosks and workstations at locations easily accessible to low income persons such as courthouses, legal aid offices, community centers, women's shelters and libraries.

Is There a Fee for Using I-CAN!? No. I-CAN! is free. However, court filing and service fees will be charged by the Court or Sheriff unless the Court grants a fee waiver. Also, some locations charge for printing.

Does I-CAN! Support Multiple Languages? Yes. Many modules have been translated into Spanish and some into Vietnamese. It is a requirement that the judicial forms be submitted in English. So when a person puts non-English information into I-CAN!, that information is left blank on the form but is printed on a separate page so it can be translated and written on to the form later.

Who Developed & Funded I-CAN!? I-CAN! was developed by the Legal Aid Society of Orange County and was jointly sponsored by local, state and public agencies and private organizations including: Legal Services Corporation, Judicial Council of California, State Bar of CA – Legal Services Trust Fund Commission, Superior Court - County of Orange, OCDA-Family Support Division, Orange County Public Library System, Disneyland, City of Irvine, and City of Fullerton.

Is I-CAN! Available to Other Organizations? Absolutely. LASOC and its funders are committed to making I-CAN! freely available to the courts, LSC and IOLTA-funded organizations, and their service partners - as long as they do not charge for its use. Also I-CAN! can be customized for use outside the Orange County area.

What Does an I-CAN! Module Cost to Develop? Cost varies based upon factors such as the number of legal forms, the complexity of the questions, the number of data elements to be collected and the cost of IT development resources. If you would like to fund a module, a language-specific version of a module, or a video, please contact LASOC.

What Is I-CAN!'s Technology? I-CAN! uses standard web and database technologies. Specifically I-CAN! uses Microsoft's ASP technologies to dynamically create screens, IIS to process the screens, and SQL Server database software to store module-specific information. Net Meeting enables the Help Center capability, and Media Player is used to play the "video guide" and court tour videos. I-CAN! operates on Microsoft's Windows 2000 operating system and relies on the Unicode capabilities of this software to support I-CAN!'s multi-lingual capabilities. Contact Legal Aid Society for more information.

Whom do I Contact for More Information?

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